



TELEWORK PMO CENTRAL STATION

SameTime Meeting Practice

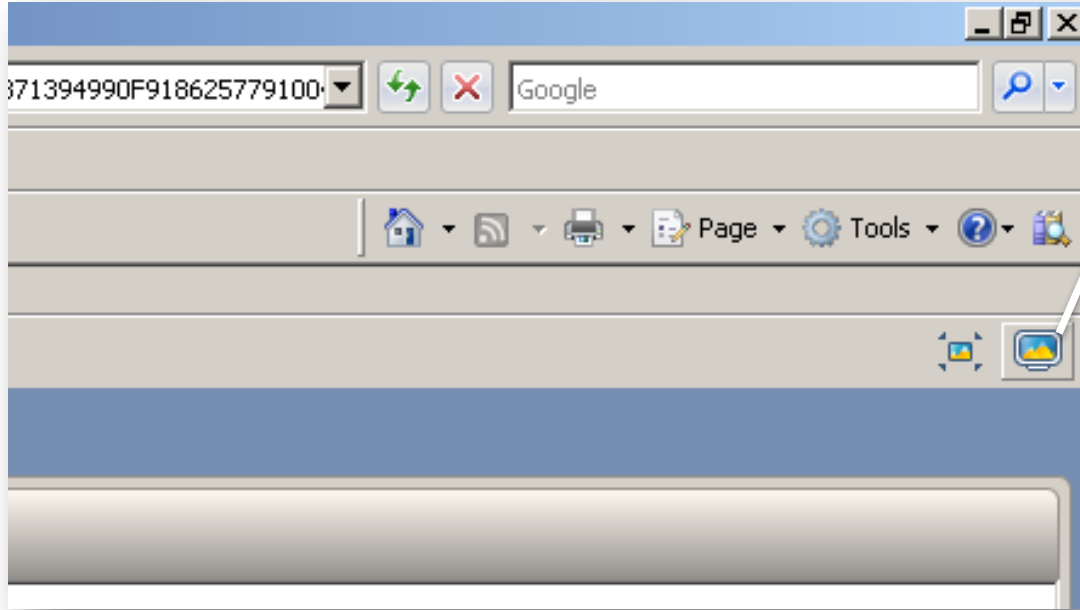
February 3, 2011



TELEWORK PMO CENTRAL STATION

February 3, 2011

MAXIMIZE YOUR SAMETIME SCREEN

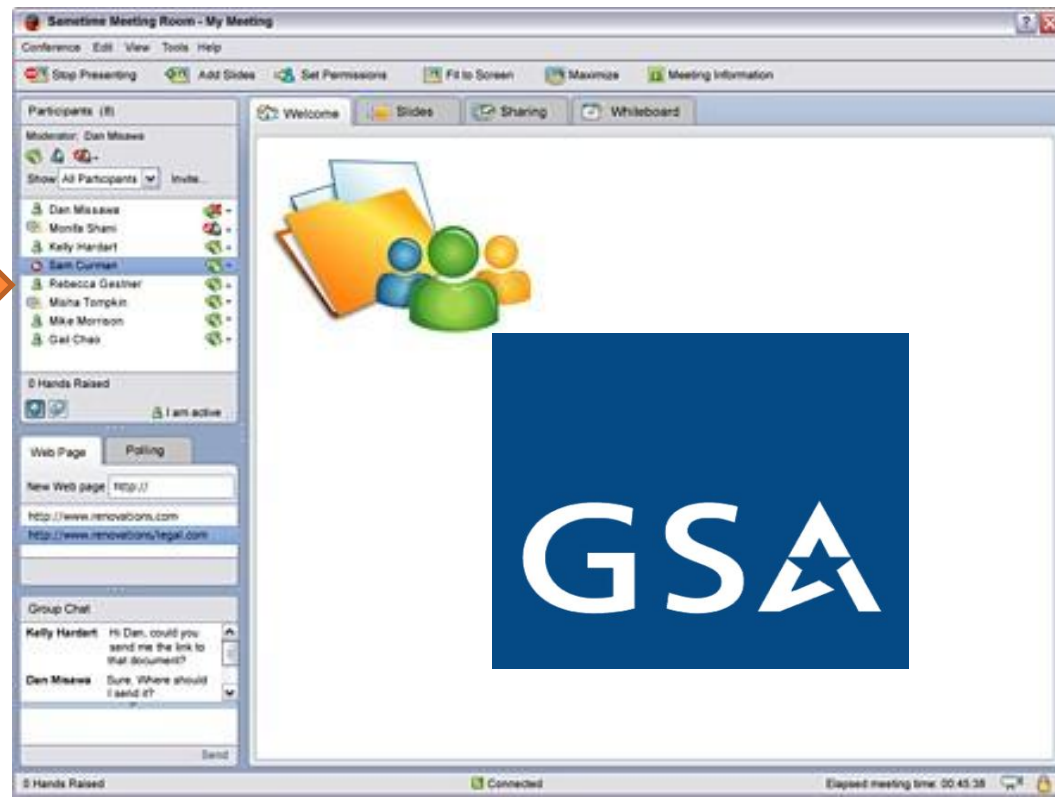


1. Click on “maximize” icon to increase view
2. Then move mouse to upper right
 - two boxes will appear
 - Click on the “fit to screen button”

OPENING & INTRODUCTIONS

- Review the “on-line” list to see who’s on the call.
- When you speak, say your name and your role.

Who is on
the call?



PURPOSE & OUTCOMES

Purpose:

- To align the telework PMO and telework coordinators as one cohort
- To share lessons learned and best practices
- To innovate on the tenets of telework
- To support each other as enablers of telework

Outcomes:

- Documenting our best practices and lessons learned
- Identifying and removing obstacles collectively



AGENDA

- We're Organizing
 - Review PMO Structure
- We're Working
 - Discuss Telework Week
- We're Coordinating
 - Model our new Telework Forum and Telework Interact
- We're Supporting
 - Share telework innovations from the field



A woman with long brown hair is wearing a white t-shirt. On the chest, there is a graphic that resembles a name tag. It consists of a red rectangular bar at the top with the word "HELLO" in white, bold, sans-serif capital letters. Below "HELLO" is the phrase "my name is" in a smaller, lowercase, sans-serif font. Below this red bar is a white rectangular area. Overlaid on this white area is the name "SHARON WALL" in large, bold, dark grey sans-serif capital letters. Below the name is the phrase "WELCOME TO THE PMO" in a smaller, bold, dark grey sans-serif capital font. At the bottom of the graphic is another red rectangular bar.

HELLO
my name is

SHARON WALL
WELCOME TO THE PMO

**WORK IS WHAT WE DO,
NOT WHERE WE ARE OR WHEN
WE DO IT**

Telework is a TEAM sport

This is about transforming
ALL of **GSA**

**PERFORMANCE IMPROVEMENT
BRINGS THIS EFFORT
TO A WHOLE NEW LEVEL**

Collaboration
and Telework
are two sides of
the same coin

**If ONE person in a
team is teleworking,
that means the
entire TEAM is**

**TELEWORK
WAR ROOM**

WE'RE ORGANIZING: THE PMO KICK-OFF



Where do we see the PMO in 6 months?

- Improved performance management
- To say how far we have gone in a definitive way
- Link Telework with Emissions
- Make it easier for all to get their job done
- To not talk about telework, but work
- For the PMO to work itself out of a job
- Consistency in naming
- Normalizing Telework
- Take the negative out of telework
- Finished Product
- Make Telework mainstream
- Shut down GSA CO for a week
- Hoping not to use the word "Telework"

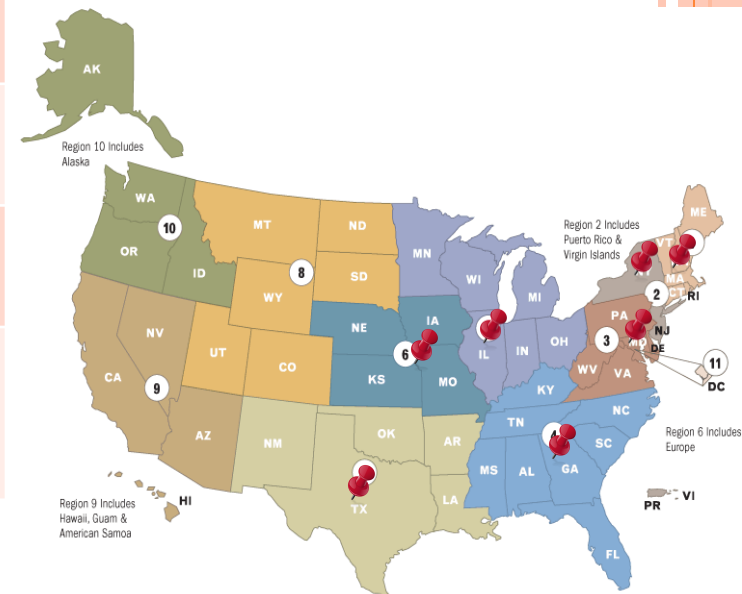
WE'RE ORGANIZING: A CONTINUUM APPROACH

POLICIES	There are currently two types of workers: those who can telework, and those who can't.	Cultural differences and inconsistency in application of policy	Sharing and spreading the knowledge	Equitable deployment of telework mobile opportunities	Fully empowered workforce	Finish line engrained in the culture and “the way we work.”
SKILLS DEVELOPMENT		Fragmented approach toward more productive work processes	Individuals are empowered and equipped to perform	Teams work autonomously to achieve organizational goals.		Teams collaborate across organizations to set and execute GSA’s strategic direction.
CUSTOMER EXPERIENCE		We’ll get back to you	Client profiles and GSA info is readily available	We do what we say we’ll do when we say we’ll do it	One stop shop	Our clients don’t know they have needs
TECHNOLOGY		Inconsistent technology usage, availability, reliability and access across the GSA enterprise	Enterprise-Wide basic technology, availability and reliability	Enterprise wide information is readily accessible and reliable	Enterprise wide collaborative environment that is available remotely	Enterprise wide integration of work product, knowledge management, and mission completion
MARKETING		Fragmented brand varies by office, region, team	Fragmented brands begin to come together	Consistent enterprise brand with a marketing campaign	Brand saturation: everybody is teleworking, and everybody gets it	We’ve worked ourselves out of a job: no marketing necessary.
MEASUREMENT		Informal inconsistent measurement	General agreement on key metrics across regions and offices; Formal agreement on metrics and integrating industry best practices		Formal consistent metric for sustainability and savings that demonstrate value of the program.	Mission-centric business intelligence informs decision making.
Work is what we do, NOT where we are or when we do it.						

DRAFT CONTINUUM

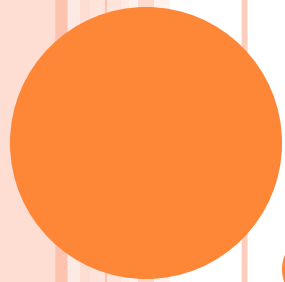
TRANCHE LEADS AND SME LEADS

Tranche	Tranche Lead	SME Leads
Marketing	Tricia Sieveke	Gregory Romano, Jeffrey Woodworth and Walt Nicholson
Technology	Brendan Longcore	Casey Burns, Jim Leverso, and Kelly Jin
Customer Experience	Tunisia Sadrudin	Erika Dinnie and Walt Nicholson
Skills Development	Mary Walsh	Sharon Banks and Gail Sprinkle
Policy	Jane Pritchett	Wade Hannum and Wendell Joice
Measurement	Debra Turcotte & Karen Warrior	Holly Donnelly and Derek Przybylo



PMO TEAM ROLES

Governance Body	Who	Roles
Executive Leadership	Martha Johnson	<u>Executive Sponsor</u> <ul style="list-style-type: none"> •Set vision •Confirm strategy •Secure enterprise commitment and resources •Communicate key messages to agency heads, across the government and to the citizenry •Hold the PMO and supporting leaders accountable •Inspire a call to action •Require team-work among PMO members as effort is enterprise –wide.
	C-Suite & SMT Members	<u>Enablers:</u> <ul style="list-style-type: none"> • Validate and adopt the PMO Vision, Mission & Principles • Identify and commit and set expectations for PMO staff and resources • Carry the enterprise perspective and champion PMO team • Empower identified staff to operate as one PMO team
PMO	Sharon Wall, PMO Lead	<u>Leader:</u> <ul style="list-style-type: none"> •Carry vision and strategy • Serve as project management • Remove rocks prohibiting tranche advancement • Speak for Telework 2.0 to agency heads and across government peers • Model telework patterns and behavior
	<ul style="list-style-type: none"> • Tony Macri, PMO Lead Support • Naomi Stanford, PMO Lead Support 	<u>Facilitators, Coordinators and Strategists:</u> <ul style="list-style-type: none"> •Facilitate execution of the PMO roadmap •Coordinate strategy development and execution • Liaise between PMO Lead and Tranche Leads
	PMO Tranche Leads	<u>Project Managers:</u> <ul style="list-style-type: none"> •Lead and advocate tranche lane vision •Lead development/brainstorming of tranche milestones and detailed project plan • Advocate and promote interdependencies amongst tranche lanes.
	PMO SME's	<u>Knowledge Agents and Drivers:</u> <ul style="list-style-type: none"> • Serve as experts for identified tranche • Communicate message and actions back to their respective organization • Implement tranche action items
Central Station	Anyone who is driving the mission within the field. <ul style="list-style-type: none"> • All are welcome to participate • Start with bi-weekly conference calls 	<u>Outfitters & Users:</u> <ul style="list-style-type: none"> • Share stories, best practices and lessons learned across the enterprise • Leverage synergies • Implement the vision within the field



WE'RE WORKING:

Discuss Telework Week

WE'RE WORKING: TELEWORK WEEK AS A DRIVER TO DO



Go green, give your car a rest, and pledge to telework during Telework Week

Telework Exchange and GSA are encouraging eligible GSA employees to pledge to telework during Telework Week. Telework Week is a nationwide, voluntary effort to encourage agencies, organizations, and individuals to telework on February 14-18, 2011.

Why? Telework is a win-win-win for employees, agencies, and the environment.

Pledge to telework during the week of February 14-18, 2011.

"Work is what you do, not where you are," said GSA Administrator Martha Johnson. "Telework is revolutionizing the way government works, helping us to be more mobile, more agile, more flexible, more productive, and deliver better results for the American people. Telework Week plays an important role in this by giving employers and employees an opportunity to test their telework capacity, identify possible gaps in their IT backbone, and build their mobile work muscle."

PLEDGE HERE

Telework supports:

- Workforce productivity and continuity
- Operational efficiencies, [sustainability](#), and [real estate](#) savings
- Attracting new talent and retaining a knowledgeable workforce
- Work/life balance
- Commuter cost savings
- Reduction of traffic and greenhouse gas emissions



PLEDGE HERE



WE'RE WORKING: TELEWORK WEEK IDEAS

- Create a telework team.
- Blog about your team's planned telework week activities and experiences.
- Take turns among your team members and telework one day during that week. The entire team should support the teleworking member.
- Host an in-house group conversation on telework or organize a telework training.
- Telework from a conference room with managerial representation and IT support.
- Create a “must-have” list for teleworking effectively and compare with your peers.
- Practice, practice, practice: Take your GSA laptop home before Telework Week and test your client critical applications.
- Come to work an hour later or leave work an hour earlier and telework from a near by location offering WiFi.
- Download a free CO2 calculator app on your smart-phone and calculate your carbon footprint savings.
- Identify and interview a frequent teleworker in your office to learn their tips and tricks.



WE'RE WORKING: LEADERSHIP PERMISSION TO FAIL FAST, FORWARD AND FRUITFULLY



Telework

work is what you do, not where or when you do it

[HOME](#)[TRANSFORMING OUR WORK](#)[LEADERSHIP BY EXAMPLE](#)[HELP DESK](#)[TELEWORK PMO](#)[INTERACT WITH US](#)

GSA Telework Week

By sharon.wall@gsa.gov, February 1st, 2011



"GSA's Telework Week: Work is what you do, not where you do it."

For Valentines week, show how much you love telework by joining senior leadership in support of Telework Week February 14 – 18. GSA is one of six federal agencies participating in Telework Week hosted by Telework Exchange, and you and your team can participate by:

1. Forming a telework team and communicating the plan to your manager.
2. Signing the telework week pledge.
3. Sharing your team's telework week plans and daily experiences in the comments section of this blog, below.

SEARCH

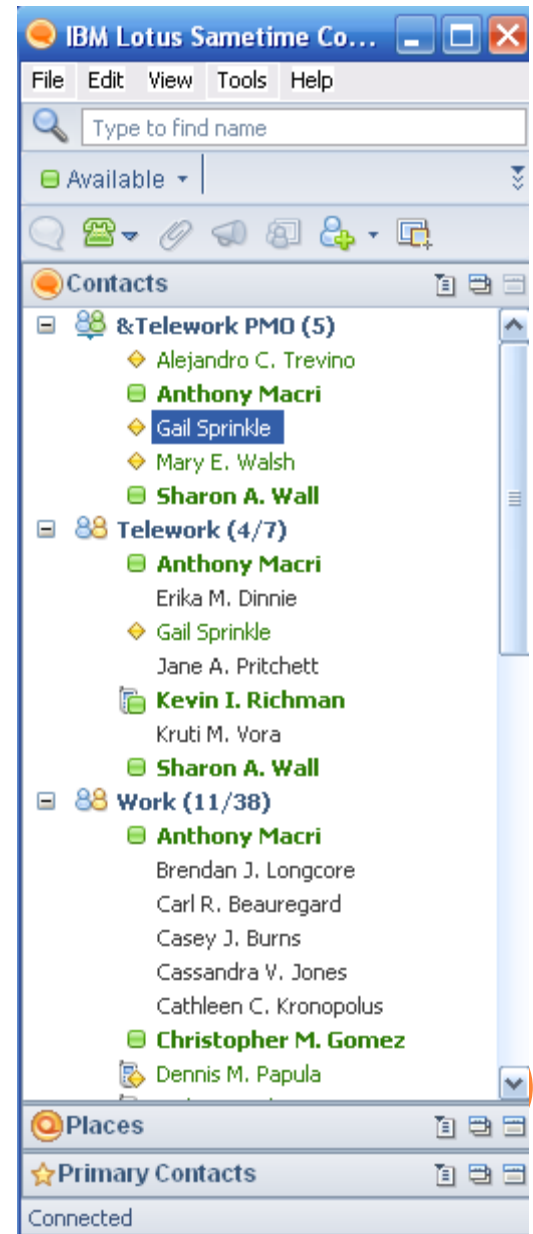
POPULAR POSTS

- [GSA Telework Week](#) 0 comment(s)
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- [Terms of Use](#) 0 comment(s)
- [Meet the Telework PMO Tranche Leads!](#) 0 comment(s)
- [Martha Johnson Supports Telework](#) 0 comment(s)
- [Sharon Wall Introduces the Key to Telework](#) 0 comment(s)
- [Telework PMO Team](#) 0 comment(s)
- [FAS in Region 6 Makes NBC Action News](#) 0 comment(s)
- [How to Reset Your Internet Password](#) 0 comment(s)
- [Telework: Work is what you do, not where or when you do it](#) 0 comment(s)

WE'RE WORKING: TELEWORK POLICY REBOOT

- All employees are immediately eligible for telework and must “opt out” if they do not want to participate
- Greater definition of how employees lose eligibility
- Synchronize performance management to aid teleworkers
- Leverage collaborative technologies to manage presence

Telework does not create management problems, it reveals them!






WE'RE COORDINATING:

Model our new Telework Forum and Telework Interact


WE'RE COLLABORATING: TELEWORK FORUM



Telework

work is what you do, not where or when you do it

HOME TRANSFORMING OUR WORK LEADERSHIP BY EXAMPLE HELP DESK TELEWORK PMO INTERACT WITH US



TELEWORK SPOTLIGHT


GSA Telework Week

For Valentines week, show how much you love telework by joining senior leadership in support of Telework Week February 14-18.

[READ MORE](#)

HOW TO USE THIS TELEWORK FORUM

Join the Mobility Movement This interactive forum provides a collaborative venue for GSA to innovate, dialogue and learn together as a telework community.




TELEWORK WEEK FEB 14-18, 2011

[CLICK HERE TO PLEDGE AS A TEAM](#)

TRANSFORMING OUR WORK

Sharon Wall Introduces the Key to Telework




Have you met Sharon Wall, the head of GSA's Telework Project Management Office? It's all about productivity, performance enhancement and supporting GSA's mobile workforce.

[Read More »](#)

Filed in PMO, Region 1, Sharon Wall, telework

LEADERSHIP BY EXAMPLE

FAS in Region 6 Makes NBC Action News




Telework is news, big news. In an era of budget austerity, asking employees to work from home could save the government billions, because work is what you do, not where you do it.

[Read More »](#)

Filed in Erincks, NBC, News, pilot, Region 6, telework

HELP DESK

How to Reset Your Internet Password



Do it Yourself IT Help Desk: Learn how to change your internet password, which is used to log into Sametime, Quickr, and GSA.


Remote Mail from Lotus Notes.

[Read More »](#)

Filed in Help Desk, helpful videos, IT, Password, telework

TELEWORK PMO

Telework PMO Team



See a picture taken during the PMO Kick-off meeting which three team leads were able to attend virtually. Learn more about the Telework PMO Team which consists of 6 lanes: Information Technology, Skills...

[Read More »](#)

Filed in PMO, telework, tranche, tranches

SEARCH

CONNECTIONS

- Fed. Gov't Telework Site
- GSA-FAS Champions of Excellence
- NCR - Ask the RA blog
- NCR/PBS Telework Forum
- Telework Wiki

READING ROOM

- Did you Telework Today?
- Flex Time Flourishes
- GSA Mobile Workers
- Winning support for Flexible Work

UPCOMING EVENTS

February 14, 2011

Telework Week - Pledge!

WE'RE COLLABORATING: HELPING OUR COLLEAGUES



Telework

work is what you do, not where or when you do it

[HOME](#)[TRANSFORMING OUR WORK](#)[LEADERSHIP BY EXAMPLE](#)[HELP DESK](#)[TELEWORK PMO](#)[INTERACT WITH US](#)

How to Reset Your Internet Password

By Kruti Vora, February 1st, 2011



INSTRUCTIONS ON HOW TO CHANGE TO YOUR "INTERNET" PASSWORD: (Used to log into Sametime, Remote Mail, Quickr)

To Login to GSA Workspaces:

- Use your GSA email address (ie: Mary.Smith@gsa.gov) as your login name.
- Use your remote mail/Sametime password. If you do not have or know your remote mail password, see below.

Create, Confirm, or Change Your Quickr Workspaces Password:

To Create, Confirm, or Change Your Workspaces/Sametime/Remote Mail Password:

While logged into Lotus Notes, open your Inbox. Above your messages you'll see buttons such as New Memo, Reply, Reply to All. If you look all the way to the right of these buttons you may see a button labeled GSA Identity. If you do not see it, click the small right pointing arrow found to the right of all of the buttons.

Click the drop down arrow on GSA Identity, and choose Create/Update my [Notes] Internet Password.

SEARCH

GENERAL GUIDANCE

- [Additional Guidance](#)
- [Telework Policy](#)

DIY IT HELP DESK

- [Citrix](#)
- [GSA Quickr Workspace](#)
- [Remote Access Solutions](#)
- [Sametime Instant Messaging](#)
- [Sametime Online Meetings](#)

[TELEWORK ON INSITE](#)

WE'RE COLLABORATING: DEEP DIVE WITH THE TELEWORK COMMUNITY

[Home](#) > [Groups](#) > [Telework PMO](#)

Telework PMO - Discussions

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Add a new discussion

Filter

Name	Author	Replies	Tags	Post date	Updated
 Ideas for PMO Marketing & Communications updated	kvora512	0	-	1/19/2011 11:21 AM	4 days 11 hours ago
 Telework Coordinators Discussion Corner new	kvora512	0	-	2/2/2011 5:15 PM	3 hours 1 min ago
 Submit your Telework story here! new	kvora512	0	-	2/2/2011 5:13 PM	3 hours 3 min ago
 Ideas for PMO Technology new	BrendanLongcore	0	-	1/21/2011 4:06 PM	4 days 10 hours ago
 Ideas for PMO Policy new	kvora512	0	-	1/19/2011 1:07 PM	4 days 11 hours ago
 Ideas for PMO Customer Experience new	kvora512	0	-	1/24/2011 12:51 PM	4 days 11 hours ago
 Ideas for PMO Skills Development new	kvora512	0	-	1/24/2011 12:54 PM	4 days 11 hours ago
 Ideas for PMO Performance Measurements new	kvora512	0	-	1/24/2011 12:55 PM	4 days 11 hours ago

Telework PMO

- Create Blog entry
- Create Poll
- Create Discussion
- Create Document
- Create Event
- Create Wiki page
- Create Gallery
- 114 members
- Manager: Luis_Medina
- My membership


Telework PMO

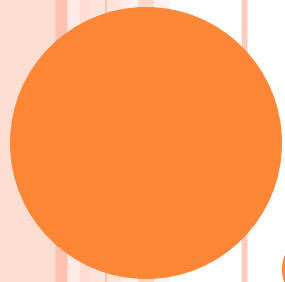
Upcoming group events

- Telework Week
Monday, February 14, 2011 (All day) - Friday, February 18, 2011 (All day)

[+ View events on calendar](#)

Recent members

 Luis_Medina [admin](#)



WE'RE SUPPORTING:

Share telework innovations from the field

TELEWORK REBOOT: INNOVATIVE APPROACHES

- Employees get to exercise during time usually stuck in traffic
- March 1st – Region 10, Mini-slam on telework to make local decisions
 - Identify advantages and barriers
 - What can be done to eliminate barriers by regional leadership
- Synch wordings telework, mobile work, etc.
 - Policy Tranche to simplify wording
 - Language is important, telework is the word Congress has used
 - Policy lane to bundle definitions
- Region 1 – Partner with DOT to calculate savings off teleworkers
 - Add telework calculator
- Region 7 – 900 employees teleworking over Superbowl week
- PBS conducted a family hug during rolling blackout



TELEWORK REBOOT: INNOVATIVE APPROACHES

- NCR – RA Julia Hudson to travel to different location everyday and capturing the stories
- Capturing stories from telework experiences past and present
 - It was easier 10 years ago
 - Connectivity was better
- PBS – Shut down 7th floor of Central Office to save energy on Fridays.
 - Employees pushed to an alternative location
 - Shut floor down for week during telework week
- PBS Commissioners Office sharing combined space turned extra office space into swing space
- Region 1 – Brown Bag learning lunch
 - Q&A Sessions led by telework coordinator
- Bringing in webcams for social events (Bday parties)
 - Region 7 doing it for award ceremonies



TELEWORK REBOOT: INNOVATIVE APPROACHES

- Region 6 – Federal Building shut down for 1 day
 - Coded as Emergency
 - Policy needs to simplify coding

